

e-DISCUSSIONS

VOLUME 36 - April 2004

From the Director

by David C. Hollister

If you watch television at all, you can't help but notice that makeovers are hotter than ever. So it's no surprise that we're having an "extreme makeover" of our e-Discussions newsletter to represent our new department. Communications Specialist Lynne

Name the DLEG Employee Newsletter Contest

Who: All DLEG employees are eligible

When: Entries accepted through 5 p.m.
Friday, May 7th

Cash Prize: \$50

How: Email your entry, name,
bureau and contact info to
Lynne Breen
(breenl@michigan.gov)



Breen and Graphic Arts Designer Gina DiNatale Coon, formerly with Career Development and now with the DLEG Media & Public Relations office, volunteered to coordinate this newsletter makeover project. To make this process even more fun and inclusive for our employees, we are having a contest to name the DLEG newsletter. The prize: \$50 generously donated by the DLEG Fun Committee, which is made up of employees who raise funds to sponsor fun employee activities. The winner will be announced when we unveil the "extreme makeover" edition of the newsletter in the near future.



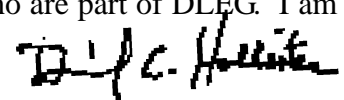
David C. Hollister

In recent editions I have talked about DLEG becoming a family. By spending 40-plus hours in the workplace each week, we often spend more time with our co-workers than some of our loved ones at home, and our peers become part of our extended family. Like families, we not only laugh together but cry together as well as you will see in this edition. Our family has experienced some major losses that have hit us hard with

the deaths of the following friends and colleagues: **Dave Mendenhall**, Bureau of Commercial Services Document Review Section, six-year employee; **Rupert Nakkula**, MIOSHA safety officer, 14-year employee; and **Ronald J. Bride**, Wage & Hour regional manager, 11 1/2-year employee.

It's times like these we realize how important our peers are. For example, the Bureau of Hearings organized a "Jade Fund" for the grandchild of respected Judge Andre Friedlis (p.6). And the dedicated Wage & Hour team pulled together at the time of need for Ron Bride and his wife, Tara, who also worked at Wage & Hour. It's important to acknowledge Ruth Hindman, Connie O'Neill, John Brennan and Eva Hatt of MIOSHA, who responded to Ron's medical emergency at work - you are truly heroes in my book. MIOSHA has a well-organized Emergency Response Team at the General Office Building, and I hope other bureaus will follow their lead through an Emergency Techniques program offered by Civil Service.

I share these stories from Hearings, Wage & Hour, and MIOSHA to acknowledge the everyday heroes who are part of DLEG. I am proud to be a part of this family. Sincerely,



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MDOT and City Launch 2004 Capitol Loop Project

On April 5, the Michigan Department of Transportation (MDOT) and City of Lansing began the first phase of the 2004 Capitol Loop Project. MDOT and the DMB Parking Office have planned carefully to ensure that ALL DMB parking areas remain accessible. Inconvenience will be minimized by extending ramp hours, opening alternate ramp entrances/exits, and rerouting traffic flows. Planned start and end dates are as follows:

APRIL 5 - JULY 2004: Ottawa St. closed from Capitol Ave. to Walnut St. Roosevelt Ramp parkers need to approach from and exit to the north on Seymour St. during this phase.

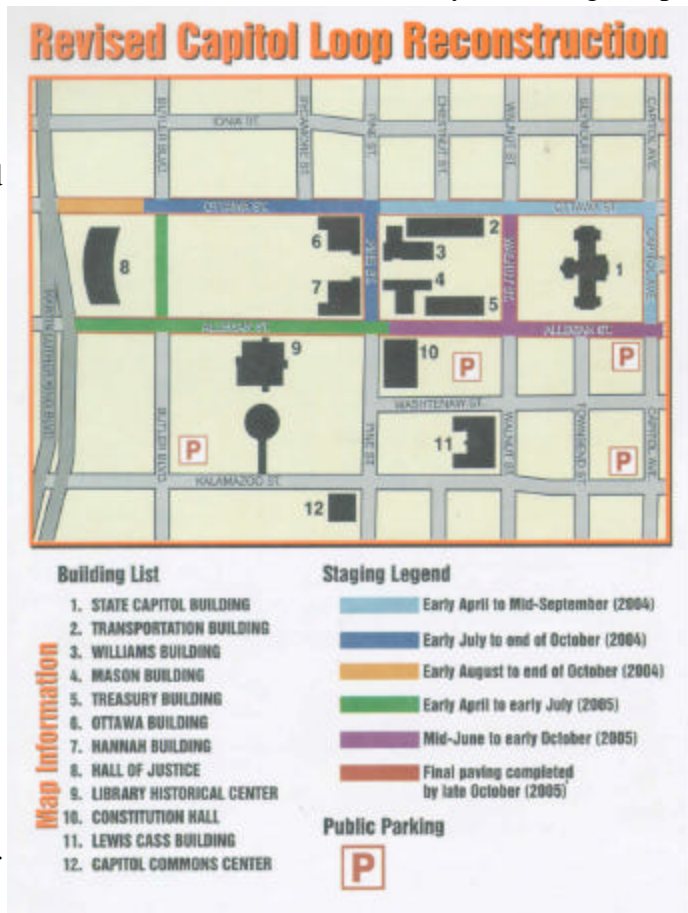
LATE MAY - MID-SEPT.: Ottawa St. closed from Walnut St. to Pine St., including the Walnut St. intersection. The Ottawa St. entrance to Allegan ramp (under MDOT building) will be closed during this phase. The Pine St. entrance open hours will be extended to 6:00 a.m. - 5:30 p.m. and the Walnut St. entrance will be re-opened from 6:00 a.m. - 10:00 a.m. The City and MDOT will also maintain two-way traffic on Walnut St. between Ottawa St. and Allegan St. for better access to the ramp entry/exit. This temporary two-way traffic will occur during the 2 to 4 weeks that the Walnut St. intersection is closed.

LATE JULY - END OF SEPT.: Ottawa St. closed from Pine St. to Butler St., including the Pine St. intersection. The Walnut St. intersection will reopen to traffic and the Ottawa St. entrance to the Ottawa Ramp (west of the Ottawa Bldg.) will be closed. Access to one of the two entrances to the Ottawa surface lot is planned to be maintained via Sycamore, Butler and segments of Ottawa Streets. The hours for the Allegan St. and Walnut St. entrances to the Allegan Ramp will be 6:00 a.m. - 5:30 p.m. The Pine St. entrance to the Allegan Ramp will be closed while reconstruction occurs on Pine St. from Allegan to Ottawa St. At the completion of this phase, the Ottawa and Pine St. entrances to the Allegan Ramp will reopen and the Walnut St. entrance will close.

MID-SEPT. - END OF OCT.: Ottawa St. closed from Butler St. to N. MLK Blvd. All parking and dock entry/exits to the Hall of Justice will remain accessible via neighborhood streets and/or temporary east-bound access on a portion of Ottawa Street. The reopening of the Ottawa St. entrance to the Ottawa Ramp (west of the Ottawa Bldg.) is planned to occur in the middle of this phase.

DMB visitor parking lots off of Allegan St. and Kalamazoo St. will continue to be accessible throughout the 2004 construction season. For more information on visitor parking, please see the map on the "State Buildings" page of the DMB website: <http://www.michigan.gov/dmb>.

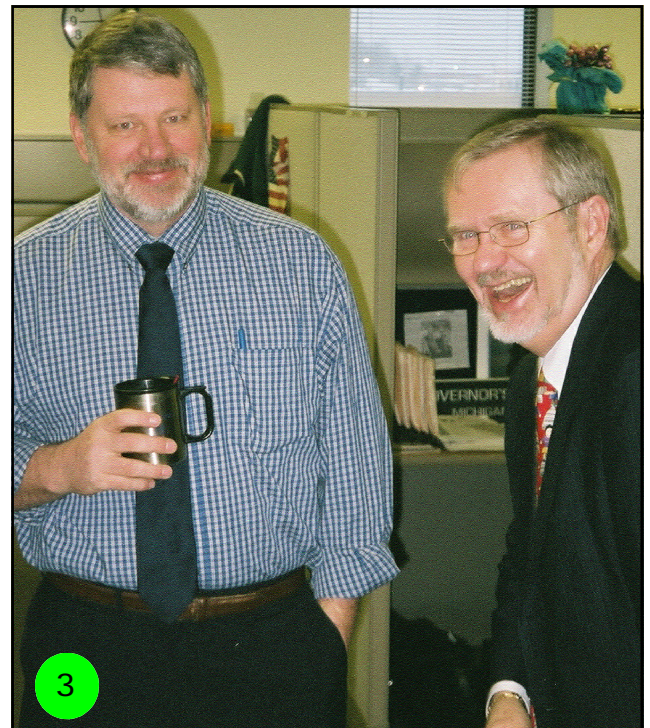
Up to date information is available on the MDOT Web site: <http://www.Michigan.gov/capitol-loop>. If you have any questions regarding parking access during this project, please contact the DMB Parking Office at: 373-1836 or DMB-Parking@michigan.gov.





DLEG Director Hollister Tours Upper Peninsula Communities

Director David C. Hollister toured Upper Peninsula communities recently in an effort to help facilitate future local economic growth and development. The trip included Operation Action U.P. Annual Meeting and tours of K.I. Sawyer Air Force Base Area, Smart Zone (Power House Facility) Tour, Northern Hardwoods (Photo 1), and help lead an entrepreneur class at Bothwell Middle School (Photo 2), Marquette. Hollister met with public officials, business owners and community representatives to discuss how the State of Michigan can help their communities and businesses grow. Director Hollister also stopped by the State of Michigan office in Marquette for coffee and conversation with employees (Photos 3-5)





DLEG Holds Strategic Planning Meeting to “Grow Michigan”

DLEG is playing a critical role in realizing the Governor's vision for the state and staff began putting a master economic and workforce development plan, “Grow Michigan,” into action. DLEG held a strategic planning meeting at Lansing's Potter Park Zoo with 120 key staff to begin the strategic planning process for the department. Gov. Granholm stopped by to talk to DLEG staff about the importance of Grow Michigan to making the state a magnet state for job creation and economic growth and enhancing the lives of Michigan's citizens. Staff reached a consensus on the mission, vision, values and goals of our department and received assignments for every bureau and agency within DLEG to create its own strategic action plan.



Gov. Granholm and Director Hollister share a laugh with Visions & Values team members.

DLEG Mission Statement: Grow Michigan by promoting economic and workforce development, stimulating job creation and enhancing the quality of life in Michigan.

DLEG Vision: Grow Michigan into an economic powerhouse-enriching the lives of its residents by using the creativity and commitment of our staff and partners to develop the tools needed to inspire innovation, attract the best and the brightest, grow entrepreneurs, gain and retain business, protect core industries, enhance our urban and rural communities, nurture diversity, foster inclusion, promote excellence in education, strengthen the workforce and encourage new technology.



Gov. Granholm and (from left) DLEG Deputy Director Dave Plawecki; Unemployment Insurance Agency Director Sharon Bommarito; UI Benefit Director Sandy Damesworth, and Chris Peretto, director, UIA Customer Services.

Grow Michigan's key objectives include:

- Grow businesses: Achieve a thriving business environment that results in a competitive, diversified, world-class economy.
- Grow entrepreneurship: Create an environment and culture that fosters and supports entrepreneurial thinking and entrepreneurs and helps create technology-based companies.
- Develop a 21st century workforce: Develop a workforce with a drive for life-long learning, the skills businesses need today and an ethic of excellence

■ Spur investment in communities: Ensure Michigan's cities are attractive places to live, raise a family and start and grow a business.

Departmental meetings will be held on a quarterly basis.



At left, Potter Park Zoo Education Curator Dennis Laidler shows an owl to DLEG staff. Middle, peacocks welcome visitors to the zoo. Right, Deputy Director Bob Swanson and others work on strategic planning.



Director Says Thanks for Completion of 49 Vision & Values Sessions and Report to Governor

On Feb. 4th, Director Hollister met with DLEG Vision & Values facilitators, project team leaders and other volunteers to thank them for their enthusiasm, energy, work and commitment. DLEG completed more than 49 Vision & Values sessions and employee comments and recommendations were presented to Director Hollister and Gov. Granholm. It was an enormous task to gather information from more than 4,000 employees and compile the data for the report.

DLEG employees indicated they value the following:

- ♦ Building trust with state workers and our customers;
- ♦ Improving employee satisfaction;
- ♦ Improving the efficiency of work systems; and
- ♦ Improving effectiveness of communications.

The department is now in the process of putting these ideas into action and continuing the ongoing process of making DLEG a great place to work.



Director Hollister and Visions & Values Co-Chair Mary Ann Miller.

At right, Director Hollister poses with UIA staff that worked on the project: Eric Peak, Detroit RICC; Janice Slappy, Detroit RICC; Marianne Holst, UIA Executive Office; Director Hollister, Betty Riggs, Lansing CCR; Deborah Moore, Detroit RICC; Ann Marie Cardenas, External Benefit Services; Kathleen Grove, Saginaw RICC and Kathy Flagstadt, Detroit RICC.



At left, a DLEG Vision & Values session held in Escanaba.



Bureau of Construction Codes & Fire Safety

Green Named Officer for International Code Council Board

Henry L. Green, director of the Bureau of Construction Codes & Fire Safety, has been appointed secretary/treasurer of the International Code Council Board of Directors. He was elected to the International Code Council Board in 2002 and previously served on the board from 1994 to 1998.

Green also is chairman of the Board of Directors of the National Institute of Building Science. He is a recipient of the Automatic Fire Alarm Association Man of the Year award and the Building Industry Association of Southeast Michigan Distinguished Service to Government award.

The International Code Council, a membership association dedicated to building safety and fire prevention, develops the codes used to construct residential and commercial buildings, including homes and schools. Most U.S. cities, counties and states that adopt codes choose the International Codes developed by the International Code Council. The International Code Council also provides technical and educational services to the construction industry. The International Code Council, which marks its first anniversary this year, is the result of the consolidation of what were the nation's three model code organizations: Building Officials and Code Administrators International (BOCA), International Conference of Building Officials (ICBO) and Southern Building Code Congress International (SBCCI).



Henry L. Green, director of the Bureau of Construction Codes & Fire Safety, has been appointed secretary/treasurer of the International Code Council Board of Directors.



Bureau of Hearings

Bureau of Hearings Raises \$1,000 for Judge Friedlis' Grandchild

The Bureau of Hearings collected funds in memory of Judge Andre Friedlis' son.

Friedlis' 29-year-old son, Jeff, was found shot to death on March 11th at a martial arts school in East Lansing where he was an instructor. Jeff's wife of seven years, Lori, went into labor the evening after he was murdered and delivered a 8 lb, 13 oz girl, Jade -- Andre's first grandchild.

Several individuals in DLEG have contacted the Bureau of Hearings offices requesting information on services for Jeff and wishing to help Freidlis' family as a result of this tragedy.

"Andre has been with this department for many years and he has many friends and colleagues in other departments," Bureau of Hearings Director Mike Zimmer said.

In lieu of flowers, the Bureau of Hearings collected funds for Jeff's new daughter Jade and raised \$1,000. Contributions and cards may also be sent directly to Andre at 1186 Chartwell Carriageway, North - East Lansing, Michigan 48823.



Lori & Jeff Friedlis



Our DLEG Military Families

DLEG Military Families Receive Phone Cards from Director Hollister and Fun Committee to Keep in Touch with Loved Ones

The distance between DLEG employees with husbands, wives, sons, daughters, nieces and nephews serving miles away may have seemed a little shorter recently. The DLEG Fun Committee, which held a cookie exchange fundraiser, purchased 60-minute phone cards for employees on the department's list as currently serving or having a loved one currently serving in the military. The employees received a greeting card with a note from Director Hollister about why they were receiving the surprise gift. These employees have also shared photos with us of their loved ones, which will be displayed in the near future in the DLEG Executive Office.

We thought you might enjoy seeing some of these photos and notes we received from DLEG employees:

"This message is definitely late in arrival but I wanted to send a "thank you" to you and ask that you also pass this on to the other members of the 'Fun Committee.' ...



Pfc Dwayne Peoples US Army Training, son of Bureau of Hearings employee Jackie Peoples. Jackie has seven relatives serving our nation!

As you may, or may not know, I was deployed for a year with my National Guard unit to the Pentagon in support of Operation Noble Eagle. The only contact I had with my wife and little girls, other than 4 days when they came to Washington D.C. to see me, was by telephone. The phone calls home were the only bright spots during those long days spent away from home. Needless to say, it would not have been an affordable option had my wife and I not received phone cards from friends and family. Phone cards collected by various groups and mailed to our company on deployment were a hot commodity among the troops when they arrived and were welcomed just as much as any other package from home ... especially when many of us could not be home for the holidays and the free calls were our only contact....What may seem insignificant to those that don't know someone who is serving, or are not serving themselves, is very significant to those who have deployed, are on deployment, or readying to mobilize.

Sincerely, Tom Gawrych, DLEG Research Specialist, Commander
1776th MP Company

Dear David Hollister and Fun Committee: I am writing in sincere appreciation for your thoughtfulness. I was very touched by the gift of the phone card and kind words I received from you. I was especially touched by the effort the Fun Committee exerted to raise money to purchase the phone cards. I am sending the phone card to my nephew as he departs for Afghanistan this month. My family and I deeply thank you for your consideration and support. Thanks again, Amber Sweeney, MIOSHA Standards Section



Sue Anne Searles with Office of Workforce Development shared this photo of nephew Jeremy in the Marine Reserves. He is in Lansing now, but is scheduled to return to Iraq soon.



Michigan Rehabilitation Services employee Elvira Cancel-Lopez's husband David Lopez served in Guantanamo Bay, Cuba and her son, Kevin Lopez, (not shown) in Iraq.



Special Delivery from the Director



*Office of Financial & Insurance Services
Commissioner Linda Watters presents "special
delivery" to Kathy LaFleur.*

Kathy LaFleur of OFIS Receives "Special Delivery" for Helping a Co-Worker

Kathy LaFleur of OFIS received a "Special Delivery" goodie bag from Director Hollister. Carol L. Jorgensen wrote a letter to Director Hollister telling him about how Kathy helped her after an injury. Carol's nomination letter said: "Kathy LaFleur, Executive Secretary for Joan Moiles, Deputy Commissioner of the Health Plans Division in OFIS, was able to take care of the enormous amount of paperwork (because of my fall in the Parking Ramp) necessary to file my workers compensation claim. Because of her invaluable help I was able to see an orthopedic specialist by 11:00 a.m. the next morning after my call, with the assurance that my medical expenses would be completely covered. Ms. LaFleur's knowledge, hard work and initiative should be recognized."

Know of a DLEG employee who has gone above and beyond their job to help a peer or citizen? Nominate them for a "Special Delivery from the Director." Fill out this form and submit it to your Bureau Director for consideration for this program. Employees of all DLEG agencies are eligible!

"Special Delivery from the Director"

I would like to nominate the following staff member to receive a "Great Job" acknowledgement from the Director:



Name of Nominee	Submitted By
Office/Bureau	Classification
Telephone	Office Location

The reason I am nominating this person:

Bureau/Office Director	Date

Bureau/Office Director - Please sign and return to Linda Cook DLEG Media & Public Relations, Ottawa Bldg 4th Floor, Lansing 48909 - Email: CookL1@michigan.gov - Fax: 517-241-1580



Special Delivery from the Director

MIOSHA Bureau Director Kalinowski Surprised by Special Delivery from Director

MIOSHA Director Douglas J. Kalinowski was surprised at a recent meeting when DLEG Deputy Director Bob Swanson presented him with a Special Delivery from the Director.

Director Hollister sent the goodie bag to say “good job” to Kalinowski who was recently elected Chair of OSHSPA, the 26-member Occupational Safety and Health State Plan Association. Kalinowski will serve as chair for two years.

The state programs that form OSHSPA share a common goal—a safe and healthy workplace for every worker through prevention of injuries, illnesses and fatalities on the job. These states have strong enforcement programs, and also conduct significant outreach activities, encouraging employers and employees to follow safe and healthful work practices.

“Since the start of the MIOSHA program, Michigan has been a leader in workplace safety and health,” said Hollister. “We are proud that Doug will be leading the OSHSPA association as its member states partner with federal OSHA to protect America’s working men and women.”

Kalinowski has been active in OSHSPA for 12 years, and has served as a member of the Board of Directors for four years, with two years as Vice Chair.

Graphic Arts Designer Gina DiNatale Coon Receives Special Delivery from Director for Designing Winning Department Logo

Gina DiNatale Coon, graphics arts designer, recently received a “Special Delivery from the Director” for creating the DLEG logo.

DiNatale Coon submitted the design when she was with the former Michigan Department of Career Development. Her design was the winning logo with 558 votes out of four finalist logos selected by DLEG employees.

Thank you, Gina, for creating our new identity, which we will be using for years to come!

Gina DiNatale Coon, at left, receives a goodie bag from DLEG Media & Public Relations Director Maura Campbell, right.



Deputy Director Bob Swanson presents “A Special Delivery from Director” to MIOSHA Director Doug Kalinowski.





Special Delivery from the Director

Chidura and Raby of Workers' Compensation Receive "Special Deliveries"

Kathy Rademacher recently nominated Satish Chidura and Lori Raby for "A Special Delivery from the Director" for their work on a special project.



Workers' Comp: (left to right): Satish Chidura, Workers' Compensation Director Craig Petersen, Lori Raby, and Kathy Rademacher. Lori and Satish were honored for their work on the Electronic Data Interchange (EDI) project, which allows for the electronic file submissions of the form 114. The 114 is sent to the Compensation Supplement Fund, which reimburses carriers for COLAs on certain workers' compensation claims with dates of injury between 1965 and 1979.

She wrote: "Lori was instrumental in making Electronic Data Interchange (EDI) a reality for the Workers' Compensation Agency. She spent countless hours meeting with staff and researching and analyzing the unit's requirements to make sure that proper procedures and edits were in place so that reimbursements would be processed correctly. Lori provided detailed documentation for our programmer and also helped with the testing. The end result was a flawless implementation which will save time and money for insurance carriers as well as our agency."

Rademacher also had words of praise for Satish: "Even though Satish has only been doing work for our agency since September, he has already made his mark. In only three months time, he was able to learn our statbase, write the code for our EDI programs and test them, and create mailbox accounts so that files could be sent and received securely. His conscientiousness and attention to detail was evident in the fact that our first EDI transmission was an overwhelming success and is the beginning of our efforts to ultimately allow all forms to be submitted electronically."

Wage & Hour Team Recognized for Prevailing Wage Project Work

Wage & Hour Director Jack Finn nominated team members for the Special Delivery from the Director. Pictured (left to right): Yvonne Clark, Georgia Harris, Troy Smith; Jack Finn, John Stadel, and Jennifer Fields. Yvonne, Georgia, Troy, John and Jennifer received the Special Delivery award for their work in redoing the Prevailing Wage manual, which is used in training new and veteran staff about enforcement of the prevailing wage act. Great job!





Special Delivery from the Director

UIA Trust Fund Accounting Section and Executive Office Help Save the Holidays for Some Unemployed Workers

Unemployment Insurance Agency's Trust Fund Accounting Section and secretaries in the UIA's Executive Office played important roles in alleviating a potentially explosive problem. In late December, a bank mistakenly notified some of its customers that their bank accounts were "on hold" because the unemployment checks they had deposited could not be cashed due to insufficient funds.

Trust Fund Accounting (TFA) staff fielded many calls from unemployed workers impacted by the bank's action and from UIA staff as well. TFA staff determined the nature of the problem and notified the agency's Executive Office. TFA staff also contacted the bank and worked with bank staff to correct the problem. TFA became a main contact about the problem for UIA staff and for managers with the bank.

Secretaries in UIA's Executive Office also played an important role. The secretaries took in many of the calls from upset customers, but they also called all of the customers back once the problem was identified and remedied. The secretaries advised customers to revisit their local banks to cash their unemployment checks.

Some 2,000 unemployment checks were caught up in the problem, affecting 900 unemployed workers in the state.

The prompt action of TFA staff to identify the problem and work with the bank prevented the problem from becoming a much more serious problem for many of Michigan's unemployed. UIA's executive secretaries helped to quickly quell the fears of unemployed workers.

Those who received Special Delivery Awards in Trust Fund Accounting were: Emilia Austria, William Bryan, Chester Dzbanski, Clementine Jones, Juanita Lim, and Denese Moore. UIA Executive Office staff who received awards were: Sharon Bryant, Hazel Chew, Sonja Graham, Martha Moore and Suzanne Robertson. An award was also presented to Jackie Steed, director, UIA Tax, Trust Fund & Employer Compliance.

The awards were presented by DLEG Deputy Director Dave Plawecki and Unemployment Insurance Agency Director Sharon Bommarito.



Members of the Trust Fund Accounting Section who received Special Delivery Awards: (standing, left to right) Jackie Steed, director, UIA Tax, Trust Fund & Employer Compliance; Clementine Jones; Chester Dzbanski; Debbie Ciccone, manager, Trust Fund Accounting; Denese Moore; (seated, l-r) Juanita Lim; and Emilia Austria. Not pictured: William Bryan.



UIA Executive Office secretaries who received Special Delivery Awards were: (standing, l-r): Sharon Bryant, Karen Barnes and Hazel Chew; (seated, l-r) Suzanne Robertson, Martha Moore. Not pictured: Sonja Graham.



MBDA Joins Forces with Junior Achievement

Volunteers from the Michigan Broadband Development Authority and its technical consultant, Mercator Partners, have joined forces with Junior Achievement of Mid Michigan to present an exciting new internet-based business simulation program at Ovid/Elsie High School.

Chris LaGrand of the Michigan Broadband Development Authority and Ben Goodman, Moe Kelley and Tiffany Wu of Mercator Partners, have volunteered to teach business and economic principals to the business students of Ovid/Elsie High School. One of the programs presented to the students is the JA Titan Program. JA Titan provides students with a unique, fun and exciting opportunity to learn about business and economics. Through on-line simulations, students are able to learn the basic economic parameters of operating a manufacturing company. The students are able to make decisions about the following: how much to charge for their product; how many products to produce; how much money to spend on improving and enhancing the product; how much to spend on advertising and how much to invest in capital improvements.

Chris LaGrand, a former high school Junior Achievement student stated, "this is truly an eye-opening experience to watch students actively engaged in this simulation, as they make decisions that could either increase their net profit by \$10,000 or go bankrupt. In addition, the energy in the room is simply awesome." Chris went on to state that the Ovid/Elsie students became so excited by the new program that they requested to be included in the 2003 National Fall Competition held in December of 2003. That participation has proved invaluable for the team in preparation for its participation in the National Spring Competition in 2004, with a trip to the National Finals on the line. Last year, the National Finals were held at Disney World in Orlando.

Ovid/Elsie teachers Mike Shimek and Bonnie Ott shared that "not only do students enjoy the experience, but having outstanding successful volunteers in the classroom makes a big difference." James Butler, III, vice president of the Michigan Broadband Development Authority, serves on the board of Junior Achievement in Lansing and helped to broker this outstanding partnership. "I was pleased to connect willing and able volunteers with the JA Program. This allows those volunteers to give back to the mid-Michigan community through this exciting program," said Mr. Butler.

Junior Achievement is a worldwide organization founded in 1919 that is dedicated to educating and inspiring young people to understand business, economics and the free enterprise system. Over 225,000 K-12 students throughout Michigan participate in the program each year. Community volunteers present all programs in area classrooms.

If you are interested in volunteering to present JA programs in Titan, Personal Finance, and JA Company Program, you may contact Susan Stuart, JA program manager at 517-371-5437.

Employees of the MBDA and its technical consultant, Mercator Partners, have been busy helping others:

- ♦ Collecting in excess of \$300 from its employees to purchase 35 toys at Toys-R-Us. The toys were donated to Ballantine Stepping Stones, which provides supportive housing for homeless women and their children, and Eve's Place, a shelter for battered women.
- ♦ Donating approximately \$300 in household goods to Advent House Ministries. AHM, is a non profit organization which provides programs geared toward people who don't fit into any other program in the area. The programs focus on food and shelter through its Weekend Day Shelter Program, tutoring and mentoring for children and young people, and employment training.
- ♦ Purchased approximately 15 Grand Traverse Pies, in support of the MSU Children's Touring Choir.



Michigan Rehabilitation Services

First Gentleman Presents Seminar at MRS' School for Leadership

Michigan's First Gentleman Daniel Mulhern presented a seminar on leadership and integrity at Michigan Rehabilitation Services' School for Leadership program February 6 in Lansing.

About 100 MRS staff attended the professional development event. Mr. Mulhern, who is writing a book about leadership and integrity to be published later this year, said leadership "is always about moving people to something better. It is always about inspiration."

He noted that real leadership comes from practicing it all the time. "Celebrate and learn from your mistakes," he said.

He noted that the four qualities people want most in their leaders are that they be honest, forward thinking, inspiring, and competent. "Leaders with integrity act their values," he said.



A number of staff who are "alumni" of MRS's School for Leadership professional development program attended the First Gentleman's February 6 seminar. From left to right: Merretta Weddington, Alexa Matthews, Daniel Mulhern, Bob Smith, Leonard Meisel, Winona Potter, Anahita Lord, Terrie Hylton, and Gwen Turner.



MI Broadband Development Authority

Butler Receives Lansing Chamber's Community Service Award

James Butler, III, Vice President of the Michigan Broadband Development Authority, recently received the Lansing Regional Chamber of Commerce's Community Service Award.

The award honors outstanding individuals who have been an inspiration to the community, both in their profession and in their work toward making the Lansing region a better community. Among the many organizations that have benefitted from his expertise and leadership on their boards of directors are: the Boys and Girls Club, the Arts Council of Greater Lansing, Camp Highfields, Junior Achievement, Greater Lansing Urban League, MSU Museum, YMCA, Sparrow Health System and the Lansing Regional Chamber of Commerce.

Through his involvement with these organizations, James has made significant contributions to improving life in the Lansing area.



James Butler III



Career Education Services

COSSA Commissioner Receives 2004 Latina Leadership Award

Commission on Spanish-Speaking Affairs Commissioner Nelida Bravo was recently named one of 12 winners of the 2004 Latina Leadership Award given by the National Foundation of Women Legislators (NFWL).

Bravo was awarded at a Congressional breakfast during the annual Women Lawmakers' Networking Day on Feb. 24 in Washington, D.C.

The award is given annually to Latina women who exhibit excellent leadership qualities and take active roles in their communities.

Recipients are nominated by women, legislators, and affiliates of the National Council of La Raza, a National Hispanic organization that works with legislators and other Hispanic organizations.

MCTI Culinary Arts Instructors Named Chefs of the Year

Congratulations to Michigan Career & Technical Institute Culinary Arts instructors Carol Anderson and Jane Norton, who were named Chefs of the Year by the American Culinary Federation (ACF) of Kalamazoo /Battle Creek. Carol and Jane



were presented with their awards at the AFC annual dinner called Seven Courses of Gold, held at the Gull Lake Country Club. The event raises money for culinary scholarships.

Michigan Career Education Conference Big Draw in Grand Rapids

Approximately 900 people participated in the 2004 Michigan Career Education Conference, which was held February 8-10 at the Amway Grand Plaza Hotel in Grand Rapids and sponsored by DLEG. The theme of the conference was Teaching and Learning for Excellence. Participants included teachers, counselors, principals, and school administrators; career and technical education administrators/coordinators; community college and university administrators, instructors, and counselors; and others.

Conference speakers included Robert W. Swanson, deputy director of the Department of Labor & Economic Growth; Kathleen N. Straus, president of the State Board of Education; John Kuglin, vice president of education and training programs for Comchoice, Inc.; and Dr. William H. Schmidt, a university distinguished professor and a professor of educational psychology and measurement and quantitative methods at Michigan State University.

A highlight of the conference was the presentation of the 2004 Excellence in Practice Awards. The award, now in its fourth year, recognizes exemplary practices in preparing Michigan's students for careers. This year's winners were: **AIS Construction Equipment Corporation/Eaton Intermediate School District; Heavy Equipment Operation and Repair Program; Branch Intermediate School District/Branch Area Careers Center Medical Technologies Program; Capital Area Career Center Histotechnology Program; Detroit Manufacturing Partnership; Golightly Career and Technical Center Academy of Finance; Kalamazoo County Education for Employment, Kalamazoo Regional Educational Service Agency; and St. Joseph County Direct Credit Partnership Agreement Program, St. Joseph Intermediate School District.**





MIOSHA Inspector Charly Collier Makes Impression on Company: In Depth Facility Inspections Now Dubbed “Charly Day”

“Charly Day” may not be an official holiday on your desk calendar, but at least one Michigan company celebrates this day in style. “Charly Day” is named after MIOSHA inspector Charly Collier, who has worked with Brass Craft Manufacturing Company's Brownstown Plant to improve its worker safety.

The plant, which is a Masco Corporation subsidiary, has seen a significant reduction in workers' compensation costs because of its commitment to worker safety. Brass Craft even received a Consultation Education and Training Ergonomic Success Award on September 18, 2000. The company had a reduction in their workers' compensation costs from \$250,000 in 1997, to \$811 in 1999!

We recently heard through the grapevine that the company even designates a day in honor of Charly Collier when Brass Craft plant safety committee does its own inhouse comprehensive safety inspection. To see if this was true, Suellen Cook, MIOSHA Consultation Education and Training consultant who works with Brass Craft checked with Ron Roman, Human Resource Manager at

Brass Craft. This is what Mr. Roman had to say to Suellen about Charly Collier's work with Brass Craft:

“I have come to realize and appreciate the positive impact Charly had on the safety success here at Brownstown. Charly is very passionate about his responsibilities in making Michigan workplaces safe and truly has the best interests of employees and employers at heart.”

Ron Roman, Brass Craft



Charly Collier

“Our safety success puzzle at Brass Craft consists of many pieces. As you know we called on every available resource that we knew of to help make our facility accident free. You were certainly an important piece of that puzzle as was Charly. Years ago Charly did a ‘wall to wall’ inspection of our facility that took the better part of a week. Back then we had a terrible safety record. During that week with Charly, I learned more about safety and what we should and shouldn't be doing, than in any of the classes or seminars that I have attended. Charly Collier is very thorough and a professional in every sense of the word. Yes, the learning experience was a little painful at the time (citations and penalties). But over time, I have come to realize and appreciate the positive impact Charly had on the safety success here at Brownstown. Charly is very passionate about

his responsibilities in making Michigan workplaces safe and truly has the best interests of employees and employers at heart.”

“Once a year we pull out the inspection/investigation sheets and notes from Charly's ‘wall to wall’ inspection. We use this as a tool to do our own Charly ‘wall to wall’ inspection. We make sure that all the items that we abated are still abated and are still following Charly's recommendations. This audit is done with our plant safety committee and it's a great training tool to show them what to look for every day.”

“A short time after we received our Ergonomics Success Award, Charly visited our plant. It was then that I received one of the best compliments regarding the overall safety of our plant. Charly said, ‘Your plant looks great, and I can tell you guys are really working hard on safety.’ Coming from Charly that really meant a lot.”

Charly, Suellen, and Brass Craft all deserve kudos for this workplace health and safety success story!



E & E Manufacturing of Plymouth is the First Stamping Plant in the Nation to Receive the Prestigious VPP Star Award

OSHA Assistant Secretary John Henshaw and DLEG Director David Hollister presented E&E Manufacturing Company, Inc. of Plymouth with the Michigan Voluntary Protection Program (VPP) Star Award for workplace safety and health excellence on March 23. E&E Manufacturing Company is the first automotive stamping plant in the nation, out of more than 1,000 VPP sites, to receive the VPP Star Award!

Secretary Henshaw and Director Hollister presented the award to Wes Smith, president and owner of E&E Manufacturing Company, and Richard Sbroglia, EHS manager. Employees raised the VPP Star Flag during the ceremony. The Michigan Voluntary Protection Program (VPP) Star Award for exemplary safety and health programs is awarded by the Michigan Occupational Safety and Health Administration (MIOSHA).

"I am honored to welcome E&E Manufacturing into this exceptional group of Michigan companies who have outstanding workplace safety and health programs," said DLEG Director Hollister. "Manufacturing matters in Michigan. Your commitment is proof that focusing on safety up front is a sound business decision."

E&E's Safety Policy states, "Nothing is more important than our associates' safety."

(From left) MIOSHA Director Doug Kalinowski, DLEG Director David Hollister, OSHA Assistant Secretary John Henshaw, E&E EHS Manager Richard Sbroglia, E&E Administrative Assistant Jeanne Swanson, Plymouth Mayor Stella Greene, Representative John Stewart, and E&E President and Owner Wes Smith.



Department of Labor & Economic Growth Director David Hollister (center) presents the MVPP Star Plaque to E&E EHS Manager Richard Sbroglia (left) and E&E President-Owner Wes Smith (right).



MIOSHA Employee Rupert Nakkula Remembered as Friend

General Industry Safety & Health Division lost a dear friend and valued colleague. Safety Officer Rupert Nakkula passed away in the early morning hours of February 17th. Rupert has been with our division since September of 1990. He originally covered Macomb County and later transferred to Delta County where he was responsible for inspecting workplaces in the entire Upper Peninsula. Mrs. Nakkula has expressed her thanks to all who remembered Rupert during his illness. She said Rupert loved his job and held fast to the hope that he would get well enough to return to the field to conduct safety inspections after his illness had passed. Rupert is survived by his wife, Joyce, a son, daughter, and several grandchildren. Please remember Rupert's wife and family in your thoughts and prayers in their time of sorrow.



Public Service Commission

MPSC Issues Order to Avoid Power Disruptions

The Michigan Public Service Commission (MPSC) issued an order on April 5 requiring electric companies in Michigan to review and, if necessary, make operating changes to avoid future power disruptions such as those that occurred during the Aug. 14, 2003 blackout.

The MPSC order follows the release of the final report by the U.S.-Canada Power System Outage Task Force on the blackout.

The report found that the sensitivity of various relay settings on the transmission system contributed to the spread of the cascading blackout. However, the report also notes that the relays were not intended to protect systems other than their own. The appropriate relay setting is a new concern that had not been previ-

ously identified in the U.S.-Canada interim report released on Nov. 18, 2003.

"We previously concluded that Michigan's electrical companies did not cause the August 14 blackout, and the bi-national report released today verifies that," notes MPSC Chair J. Peter Lark. "But today's final report identifies a new concern with the operation of electric transmission relays in Michigan and Ohio. The Michigan Public Service Commission intends to make sure that these relays do not play a part in any potential future blackouts. That is why we are directing Michigan electric companies to analyze their relay settings and make any necessary corrections.

The order directs all electric utilities and transmission companies operating in Michigan to

analyze and, if necessary, make operating changes to their impedance relay settings to minimize the likelihood of future cascading outages. The utilities and transmission companies are directed to submit reports on their findings and actions by May 10. These reports should also include responses to the findings of the bi-national report, especially related to impedance relay settings.

"My colleagues and I will continue to review the bi-national report and may seek additional information and issue further orders," Lark added. "We want to make sure that Michigan's utility and transmission companies have taken all steps possible to reduce the likelihood of future power disruptions and to enhance electric reliability in Michigan."



Wage & Hour

Wage & Hour Loses Friend and Colleague Ronald J. Bride

Wage & Hour recently lost a friend and colleague, Ronald J. Bride, who was husband of Tara Bride, also of Wage & Hour. Ron passed away on Feb. 3. Ron was a highly respected employee for 11 1/2 years - starting with the state as an investigator, working to achieve the position of senior investigator, then promoted to Regional Manager.

Ron met Tara Beauchamp at the beginning of his career with the state and became close friends and eventually married April 23, 2000. They shared approximately four years together. He was an active member of Lansing Seventh Day Adventist Church.

He leaves behind his wife, Tara, who also works for Wage & Hour. Father J. B. and Shirley Bride, Stepfather Samuel Underwood, five brothers and nine sisters. Three children Kimberly Edwards, Pearlette Merriweather and Blake Bride and three grandchildren. He was preceded in death by son Anthony "Tony" Totten and Mother Eula R. Underwood.

Tara, our condolences and prayers are with you and your family during this difficult time.



Ronald J. Bride



MSHDA

MSHDA Rental Projects in Ottawa & Muskegon Counties

The Michigan State Housing Development Authority (MSHDA) recently announced rental housing projects in Ottawa and Muskegon counties.

Ottawa County: Fifty-two units of new rental housing for the elderly will be built in Ottawa County with the help of a \$3,934,000 mortgage loan. Stonebridge Apartments, to be located along the north side of Lake Michigan Drive in the northwest corner in Allendale Township, will consist of 13 one-bedroom and 36 two-bedroom one-bath apartments. Unit amenities will include dishwashers, central air conditioning, individual washers and dryers, balcony or patios, and cable outlets. In addition, 31 carports will be available to residents at an extra charge. Stonebridge will be financed under the Tax-Exempt Bond Financed Program (TEAM), which offers a financing rate of 5.5 percent interest and a 35-year mortgage term. All of the units will be for households with incomes no greater than 60 percent of area median. The investment will create approximately 80 full-time, year-long jobs in construction and related trades. Initial occupancy for Stonebridge Apartments is scheduled for November 2004.

Muskegon County: A 150-unit family rental development will be built in Muskegon County with the help of a mortgage loan of \$8,745,000.

The Reserve at Norton Shores will be located on Harvey Road in Norton Shores, Muskegon County. All units – including 30 one-bedroom, 78 two-bedroom, and 42 three-bedroom apartments – will be targeted to households with incomes at or below 60 percent of area median. The investment will create nearly 203 full-time year-long jobs in construction and related trades. MSHDA financed the loan under its Limited Obligation Mortgage Revenue Bonds “Pass Through Program,” which offers low interest loans to for profit or nonprofit developers for new construction or rehabilitation of rental developments.



Liquor Control Commission

Survey Confirms Anonymous Alcohol Sales to Minors are Major Concern

Eighty-nine percent of Michigan residents agree that underage drinking is a serious concern if beer, wine and liquor could be purchased through the Internet or mail, according to the Coalition for a Safe and Responsible Michigan (CSRM), a new organization of safety, school and industry groups.

The Coalition for a Safe and Responsible Michigan, a new statewide grassroots organization of safety-conscious groups and agencies, was formally announced March 24th in response to the overwhelming objection by Michigan residents to unregulated alcohol sales and increased access to alcohol for minors. Coalition members include Mothers Against Drunk Driving (MADD), the Michigan Association of Secondary School Principals (MASSP), Michigan Interfaith Council on Alcohol Problems (MICAP), Student Leadership Services (SLS), Prevention Network, Central Michigan University, the Traffic Improvement Association of Oakland County, the Traffic Safety Association of Michigan (TSA), the Traffic Safety Association of Macomb County, Jackson Traffic Safety Program, the Michigan Licensed Beverage Association (MLBA), the Michigan Beer and Wine Wholesalers Association (MBWWA) and the Associated Food Dealers (AFD).

The EPIC-MRA survey of 600 Michigan residents also reveals 80 percent oppose the sale of beer, wine and liquor through the Internet or mail – with 68 percent “strongly opposing” these sales. “Michigan’s current system of safeguards requires a face-to-face I.D. check – but that system is now at risk,” said Nida Samona, Chairperson of the Michigan Liquor Control Commission. “Most online liquor Web sites don’t confirm your birth date – all they confirm is your credit card number.”



Workers' Compensation & Appellate Commission

Governor Names Members to Appellate Commission

Gov. Granholm recently named members to the new Workers' Compensation Appellate Commission. The Appellate Commission reviews and hears appeals of decisions and orders made by the workers' compensation magistrates. It can also review orders of the administrator and hearing referees of the Workers' Compensation Agency.

The new five-member Commission replaces the former seven-member appellate commission that was abolished by the Governor's Executive Order 2003-18. At the same time, Gov. Granholm also announced six appointments to the Workers Compensation Board of Magistrates. The magistrates hear cases related to workers' compensation claims.

The appointees are: Christopher Ambrose, Jack Nolish, Paul Reinhardt, Rosemary Kozielski Wolock, Michael Barney and Valencia Jarvis. Barney and Jarvis were reappointed to the Board while the others are new appointees. The appointments reduce the number of magistrates from 30 to 26. The reduction in appointments is part the governor's budget reducing initiatives eliminating six major gubernatorial appointees - four magistrates and two appellate commission members - to save the state money.



Members of the new Appellate Commission are: (left to right) James Kent, Richard Leslie, William Reamon Jr., Rodger Will and Martha Glazer.

Russian Steel Manufacturer, Severstal, Picks Up Workers' Comp for Rouge Steel

In a major accomplishment for the Workers' Compensation Agency, the new owners of Rouge Steel agreed to pick up the former company's existing workers' compensation liability of several million dollars. Severstal, Russia's largest steel manufacturer, recently purchased Rouge Steel, which had gone into bankruptcy. When a company goes into bankruptcy and is purchased, the new owners will generally not assume the workers' compensation liability and pension program of the former owners. Had this happened with Rouge Steel, the workers' compensation liability would have been picked up by the other self-insured employers through the self-insurer's security fund. The agency's efforts benefited the state, Rouge Steel workers and the self-insureds.



Unemployment Insurance Agency

Steelcase Joins UIA's Employer Filed Claims Program

Another of Michigan's largest employers has joined UIA's Employer Filed Claims (EFC) program. Steelcase, an office furniture manufacturer, has joined DaimlerChrysler, Delphi, Ford, General Motors and Visteon. These companies now submit applications for unemployment benefits directly to the UIA on behalf of their employees during large-scale layoffs. From December 2002 through January 2003, the EFC program processed almost 183,000 unemployment benefit applications. The agency expects the EFC program to eventually process between 20 and 25 percent of all benefit applications.

UIA Red Cross Blood Drive Record Results: The Unemployment Insurance Agency's recent blood drive at the Cadillac Place in Detroit produced record results. The drive collected 45 units of blood, helping 135 area patients. Ten who registered for the blood drive were new donors. The next agency-sponsored blood drive is set for July 6 at Cadillac Place.



Commissioner Watters Launches Inquiry Into Rising Auto Insurance Rates in Michigan

Office of Financial and Insurance Services (OFIS) Commissioner Linda A. Watters launched the second phase of her investigation into rising home and auto rates in Michigan.

Commissioner Watters issued a letter of inquiry to insurance companies writing auto insurance policies in Michigan. The deadline for insurance companies to submit their data was March 15.

The inquiry requires insurance companies to provide OFIS with rating information for the accident/calendar years 2001 and 2002.

“Michigan consumers have made their dissatisfaction with double-and triple-digit premium increases known to me loud and clear,” said Watters. “Once we have the information in hand, we will analyze the data and determine whether rates are excessive as defined by Michigan law.”

A letter requiring similar information from home insurance companies was sent on January 15 with a February 17 deadline to submit their rating information. Any company that has not submitted the requested data by the deadline will face enforcement action.

A final report analyzing the data will be issued early this summer.

OFIS Commissioner Presents Plaque to Little

Roger Little, Deputy Commissioner of the OFIS Credit Union Division was presented with a plaque by Commissioner Watters recognizing him for his outstanding work as chairman of the National Association of State Credit Union Supervisors (NASCUS). NASCUS is the leading advocate for a strong and innovative state credit union system that benefits state credit union regulatory agencies and state credit unions.

Meet Ken Ross - OFIS Chief of Staff: Office of Financial and Insurance Services (OFIS) Commissioner Linda A. Watters named Ken Ross as her chief of staff in January. Ross’ primary responsibilities will include working with OFIS staff, a variety of external stakeholders and administration officials to ensure the execution of the Commissioner’s agenda; ensuring the efficient day to day management of agency operations; and overseeing the management of OFIS media, public relations and legislative operations. Most recently Ross served as the Vice President of Regulatory and Legal Affairs for the Michigan Credit Union League. Prior to that he served as an Assistant Attorney General under Attorneys General Frank Kelley and Jennifer Granholm. He also served as Chief of Staff for State Representative Agnes M. Dobronski. Ross earned a J.D., cum laude, from Thomas M. Cooley Law School and a bachelor’s degree from the University of Michigan-Dearborn.



Ken Ross
OFIS Chief of Staff



Commercial Services

Ski-Amusement Safety Unit Makes Presentation to Michigan Association of Fairs and Expositions

by Mark Doman

Continuing its outreach efforts, the Ski-Amusement Safety Unit recently spent a number of days promoting and clarifying the work of the Department of Labor & Economic Growth at the annual meeting of the Michigan Association of Fairs and Expositions in Grand Rapids. This was the 119th annual convention of Michigan fair boards and groups who might hire a carnival to come to their event.

Ninety fairs were represented and a total of 1,500 people were in attendance. The Michigan Department of Agriculture was represented by a big team, and the DLEG group included Davy Pier, Gilbert Townsend, Kirby Pettyjohn, Tim Slattery and Mark Doman.

The Unit conducted two workshops, covering the following information:

- Michigan Carnival-Amusement Safety Licensing and Enforcement team and contact information
- The Bureau Internet web site, the information on it and how to access it
- New Operator/Ride and Annual Renewal Permitting Process



- Implementation of ASTM Standards in Michigan, the newly adopted F24 Amusement Device Standards

Tim Slattery (pictured, left) gave a presentation about the history and origins of Carnival-Amusement safety in Michigan. Michigan was one of the very first states to regulate Carnival and Amusement safety and those who were responsible for developing the regulations and process here were influential nationally. Tim made the point that while his title reads "Inspector" he does far more, and sometimes feels more like a protector of Americana.

Amy Graves -- the Princess Bride

Amy Graves, Regulation Agent with the Enforcement Division (right), was honored by her co-workers with a bridal shower. They showered her with a throne, tiara, and many jewels. The Groom-to-Be, Gary, attended the special occasion and even brought a gift for his bride. Amy was excited to receive a beautiful purple "Eggplant" Mikasa Vase.



In Memory

The Bureau of Commercial Services was saddened by the death of Dave Mendenhall, an examiner in the Document Review Section, under manager Jim Lotoszinski.



He will be greatly missed by his co-workers and all of us in the Bureau. He was with the Corporation Division for six years.

Did you know...? Licensing Division staff answered over 4,000 telephone calls! These results were from a survey taken from February 13-20.



Energy Office Present Federal Grants to Five Builders

Five Michigan builders have been awarded grants from the Energy Star Home Grant Program to build energy-efficient houses.

DLEG Director David C. Hollister presented the grants of up to \$8,000 to the builders at Urban Options Energy & Environmental Demonstration House in East Lansing. The recipients are:

- **Healthy Building Group, Inc.**

- **Okemos** (Efficiency Rating: 92.1)

Grant Amount: \$8,000 Project

Location: Flint

- **Homeland Builders of**

Michigan - Novi (Efficiency Rating:

90.0) Grant Amount: \$8,000 Project

Location: Flint

- **J.W. Building – Lake Orion**

(Efficiency Rating: 86.3) Grant

Amount: \$8,000 Project Location:

Birmingham

- **Pierson-Gibbs Homes, Inc. -**

Richmond (Efficiency Rating:

90.0) Grant Amount: \$8,000 Project

Location: Rockford

- **White Pine Residential**

Energy Services, Inc. – Traverse

City (Efficiency Rating: 89.3) Grant

Amount: \$7,650 Project Location:

Traverse City



Director Hollister presented the U.S. Department of Energy funded grants to five builders to build and promote energy efficient homes. Innovative features in the proposed homes include: Solar Roof Systems and soybean based insulation.

Builders compete for the U.S. Department of Energy funded grants based on energy-efficiency, market-

ing plans and innovations. Rated by the DLEG Energy Office on a scale of 1-5 stars, each house required a Five Star rating based on a National Home Energy Rating System to be eligible for the grants. Home energy ratings help buyers identify energy efficient homes as well as understand energy costs and how to lower them.

Some of the innovative energy-saving features of the five houses include: Geothermal Heating, Cooling & Domestic Hot water, Aero SEAL Sealed Ductwork, Energy Efficient lighting, Two-Kilowatt Building Integrated Photovoltaic Solar Roof System, soybean based insulation, passive solar design, Corwin Rafter Vent Systems, and insulated concrete forms.

The homes will be marketed through residential builder seminars, presentations, special displays at the sites, solar-powered talking signs, advertising, videos, magazines, and open houses. Some of the homes will be used as teaching tools for students.

“Builders and consumers are becoming increasingly interested in energy-efficient products with each year we present these grants,” Hollister said. “Energy-efficient products often pay for themselves and then some with the money they save in future utility bills.”

For more information, visit the Energy Office website at: <http://www.michigan.gov/energyoffice>.



DLEG Salutes

DLEG Salutes is devoted to employee accomplishments (on and off the job), letters of appreciation and staff changes. Please send DLEG Salutes news to: Lynne Breen - Breenl@michigan.gov.

Iannucci-Waller Honored by North American Indian Association

Congratulations to **Jon Iannucci-Waller**, a counselor at the Michigan Rehabilitation Services (MRS) Detroit Porter office, who has been presented with the Community Services Award from the North American Indian Association (NAIA) of Detroit--the oldest urban American Indian agency in the U.S. The award was presented to Jon at the association's 63rd annual banquet. The NAIA director noted that Jon has consistently come into the agency every week, and on week-ends if needed, to quietly provide rehabilitation services to the American Indian community. Jon has been an MRS counselor since May 1999.

Thank You DLEG Staff!

Workers' Compensation

Mark C. Long, program manager for Workers' Compensation Agency Contested Case & Customer Service Section received a letter of appreciation from a customer regarding **Susan Jones**. Mark added, "Sue provides a vital component to the efficient administration of the workers' compensation system." Great job Susan!

Wage & Hour

Wage & Hour Division received the following letter

regarding investigator Jill Hookey: "I am writing this letter out of appreciation of the effort and service of your Bureau put in to my case during this year. Specifically, I would like to commend the work of the case investigator, Ms. **Jill Hookey**. From the time that the case was assigned to her, Ms Hookey was very responsive, courteous and professional in her handling of my questions, calls on status and my explanations regarding the case. It was very evident that she took the time to understand the issues on both sides and ensure a fair determination be made...While I suspect that you readily receive complaints from people on cases, I wanted to take the time to applaud the work of Ms. Hookey and bring this to your attention." Peter Booth

Michigan Rehabilitation Services

♦ A note sent to the Michigan Rehabilitation Services Jackson office, from a client now employed as a human services worker: "[Counselor] **Bob White** has been more than helpful and understanding in working with me the past several years. He is to be applauded for what he has done."

♦ A letter sent to the Michigan Rehabilitation Services Detroit Milwaukee office: "I'd like to thank your agency for assisting me with my vocational rehabilitation. I have been employed as a care advocate, authorizing substance abuse treatment, for 57

days. I am glad to report that I'm doing very well per my supervisors in my new position. Also, I am enjoying the responsibilities of work. I have maintained the confidentiality of my disability, although at times it has been challenging. I am managing my depression well. "I want to give special thanks to **Iris Driver**, my case manager. For more than a year, she has been supportive of my rehabilitation and special needs. I know that at times working with my case was challenging. At times my moods and perceptions fluctuated, and I could not cope with daily stress very well. She has been very patient, professional, and supportive with me. On several occasions, she offered me extra time to complete goals and waited for me to contact her after long periods of time (when I became withdrawn). I really appreciated the allowances and extra attention. Presently, my life is going really well. I'm enjoying my work. I feel like a productive part of society. I plan to continue managing my disability with regular therapist visits and self-help group attendance. Your generous contribution has afforded me the opportunity to obtain the necessary resources to become a successful employee, such as clothing, transportation, and a lot of encouragement. Please wish me well and continue to pray for me, as I will you. Thank you again. God bless."

♦ This e-mail message was sent to the department's Web



site: "I attended the Michigan Career & Technical Institute (MCTI) and, while I was there, I was involved with the Custodial class. I must say I had a lot of fun and learned a lot also. I also made a lot of friends. I would recommend this school to anyone. The teachers I had were **Wayne Hazel** and **Dale Meninga**. They were cool. Thanks."

♦ A letter sent to the Michigan Rehabilitation Services Alpena office: "I am writing this letter with regard to my MRS counselor, **Susan Buslepp**. I would like to express my sincere thanks to her and to this agency. Never before have I been treated with such dignity, respect, and consideration. Sue has bent over backwards in order to help me. She has gone to lengths that stretch far beyond her call of duty. To name a few situations: Sue has found information for me through other agencies; she acted as an advocate when I really needed someone to help clarify and bring a rational conclusion to what seemed to be unjust situations; and she has always been there for me when I needed someone to listen. Sue goes out of her way to find and discuss all of my rational options. Sue always does her best to make sure that I fully understand how she will be assisting and brings clarity to fuzzy situations. She has always made sure that I was completely satisfied with the outcome of our decisions. I would simply like for you to know that she, in my eyes, has

done an exceptional job. Susan will continue to be a source of wisdom, guidance, and support throughout my educational and personal life. I extend my appreciation to this agency and most of all to a counselor who genuinely cares."

♦ Charlie Ross with the Michigan Apprenticeship Steering Committee sent this letter to **Bill Leavell**, resource development

"I would simply like for you to know that [MRS counselor Susan Buslepp], in my eyes, has done an exceptional job. Susan will continue to be a source of wisdom, guidance, and support throughout my educational and personal life. I extend my appreciation to this agency and most of all to a counselor who genuinely cares."

-A MRS Client

consultant with Michigan Rehabilitation Services: "It goes without saying that we have a core within our committee that has a passion for apprenticeship, and you are an integral part of that core. Without your efforts, we wouldn't have been able to put on the quality conference that we did. As we continue to get out the 'other four-year degree' message, I would hope that you remain

active in our committee and in its efforts to promote registered apprenticeship and influence the changes needed in Michigan's educational and workforce development initiatives. I can't thank you enough for the hard work you put in making our 20th conference a success. It was a team effort, and we have a dynamic and enthusiastic team, with you as a key player, that made it all possible. Thanks again!"

♦ A note to **Carol Anderson** and **Jane Norton**, Culinary Arts instructors at the Michigan Career & Technical Institute: "I miss school and I've learned a lot from school. I'm working two jobs and it's crazy, but in the real world. Thanks for seeing what I had. Now I realize I can do anything because my mind is bigger to explore life's possibilities. I can do anything I put my mind to and heart into. You both taught me that life goes beyond anything you want to do and more. Thanks."

Commercial Services

♦ **Anita Ruffin**, in the Corporation Division received a note of thanks from Daniel P. McGhan, an attorney who contacted her recently. He said, "This is just a short note to extend my thanks for you assisting me with the ... matter. It would have been very easy for you to say, 'Sorry, that's our policy,' but you didn't. Thank you for providing an 'individual' solution in our 'form' driven times!"



♦ **Monica Price**, of the Corporation Division received kudos from a CPA firm expressing their appreciation for her help last week. The caller said she was "extremely helpful" and provided the assistance they needed quickly and professionally. "Thank you for providing such good service to our customers," said **Ann Baker**, Division Director.

♦ **Linda Clewley** received thanks for her helpful response to Alma, who was calling for information about getting a builder's license. Linda discussed the process, and provided information about study materials, and faxed more information to her. Alma was so grateful that she called the office back to let them know that Linda was very helpful and that she really appreciated all the help in answering her questions.

♦ **Kristi Adams** recently received a note from a mortuary science resident trainee who was applying for his mortuary science license. The note from Jason Bates said, "A note of thanks for all your help this year," to express his gratitude for her extra effort.

♦ **Amy Vallier** and **Linda Clewley**, from the Builder's Licensing unit, received a handwritten note from Michael and Beth Dawson for their assistance. "We want to thank you so much for ...putting up with all our calls. You were very professional and considerate toward us..."

♦ **Jim Lotoszinski**, supervisor of Document Review,

received a glowing commendation from Daniel B. Schwalm, thanking him for his "courtesy, prompt attention, and assistance" in getting a document filed. "You handled the paperwork correctly, and I was in and out of your office in no time. It is all too often employees of government offices are bashed by the media and the public for being lazy, careless, and apathetic. You are a prime example of why that image should be changed. Please keep up the good work!"

♦ **Anna Zaske** received a compliment from **Ann Baker**, director of the Corporation Division, and a customer. Ms. Baker wrote, "I received a phone call from a CPA firm last week regarding phone service. The caller said that the 'staff is very helpful' and that you were extremely helpful. Thank you for providing such good service to our phone customers."

♦ **Ryan Fioritto**, President of Tenable Protective Services, recently applauded **Raeann French**, with the Accountancy Unit, for her assistance. He said, "I want...to take this opportunity to commend you for the time and effort you provided me and my company...with respect to our recent licensing issue. This was a very frustrating process made less so by your contribution and outstanding customer service, which proved to be instrumental in obtaining our Michigan license."

♦ **Michele Riddering**, Assistant Licensing Administrator in the Real Estate Licensing Unit,

made someone's day, and got this compliment in return, after helping a Collection Agency license applicant: "I wanted to say 'Thank You' to whoever is responsible for placing Michele with the State of Michigan. Michele aided my attempts to download study information for our Collection Agency and the State of Michigan that went way above and beyond the normal line of duty. I am a person that loves good service, I also love to offer good service and look forward to working with the good people of Michigan. (They all seem so friendly!) Thanks again, keep up the good work. Terry Braband

♦ **Sandy Chester**, with the Builder's Licensing Unit, received the following compliment: I came in a few weeks ago to get a license verification. I needed it quickly because of a sudden job transfer. You went out of your way to make it easy on me, and completed and mailed the form that day. In a world of red tape, kindness is unusual. ...You made my day! Thank you so much, Sincerely, Marianne Morrissey

♦ **Rita Burnett**, in Real Estate Licensing, spent numerous calls and e-mails trying to get information quickly to a licensee who needed instructions for obtaining a certification of licensure. When he couldn't receive a fax, she tried e-mailing; when that didn't work, she mailed it. When he finally accomplished what he wanted, he responded with a note,



saying "Hi, Rita, Thank you for all your help! You are great!

Regards, Steve Phillos"

Another grateful customer had this to say, when Rita completed a certification, requiring some research, in record time: "Thank you for the fantastic service. Now I have to drive my Indiana application to Indianapolis. I don't think I'll tell them about your fantastic service because they'll never believe me any way :) Again thank you! Dick DeGroff" And yet another customer wrote, "A thousand thanks..." from Andrea Davis, a Michigan licensee who was moving to Texas, and applying for licensure there. She stated "...Let me thank you again for all your help on the phone today regarding the paperwork needed for my registration here in Texas. ...I appreciate your assistance in getting this taken care of."

◆ Here is an excerpt of an e-mail received from a complainant about a complaint investigation that **Marijane Arredondo** is currently conducting: "I hope you show this to your boss. I cannot praise the work and amount of time and effort you have put forth on this matter enough! Digging into this, and tracking backwards as to what has happened here has really been very grueling. I am totally amazed at you!! Tell your boss I think you need a REALLY big fat bonus or raise for this one!! Thanks again, Penny"

◆ Barbara Deida sent a note to **Jim Lotoszinski**, Manager

of the Document Review Section, commending **Byron Christopher Williams**, in this way: "This letter is to inform you of the superior service that I received from Byron Christopher Williams. He was patient, courteous, knowledgeable and eager to help me with my concerns. He went far beyond what I would normally expect would be necessary for his daily duties. Please make sure that he is commended for a job well done. Thank you!"

◆ Another member of Mr. Lotoszinski's team, **Jim Farhat**, was also commended for his superior services. Michael Ewing of the Human Rights Alliance, Inc., said this: "I want to express gratitude for the help I received from a member of your team. I ...made errors on my articles of incorporation. Jim Farhat tried to fax a list of my mistakes, and when he couldn't get through, he called my office. When I returned his call, he was helpful in answering my questions. [With] subsequent phone calls, each time he was friendly and helpful. With an office that has a large workload, and impatient callers, it is commendable that Jim has been as available and helpful as he has. Thank you to Jim and your department for their fine work."

◆ **Tracey Hampton-Yarbrough**, an attorney who works in the Compliance/Legal/FOIA Unit, received a grateful note of appreciation from Rep. Dale Sheltrown, on behalf of a constituent. He

said, "I would like to thank you for your efforts in the case involving [a residential builder]. It is my understanding that you presented a very strong case...If it had not been for your work, this matter may have continued indefinitely. Thanks again for your outstanding efforts on this case."

◆ **Jan Potter** main receptionist for the Licensing Division, received a note of appreciation from Kevin Brookshire Sr. of the Michigan Academy of Emergency Services, who wrote: "I am writing this letter to compliment the person I spoke with on the phone late last week. I have been...trying to find out how to get an application for a proprietary school. Finally I was able to get a live person on the phone. That person was Jan Potter. I cannot overemphasize how much assistance she was in locating the proper information for me. I am of the opinion that Jan went over and above the call of duty to help me. If it were not for Jan, I would probably still be searching. Thank you again!"

◆ **Cathy Jenks**, document examiner for the Corporation Division, got a very grateful fax from attorney, Stephanie Hammonds, who wrote: "I am writing to thank you for your swift response to our February 25, 2004 inquiry concerning the status of the Articles of Incorporation for [two different companies]. During our conversation, you indicated that you would do your best to file the articles by Friday, February 27, 2004, but you



DLEG Salutes

could not be sure due to your workload. We received the articles this afternoon, two days before promised. We realize that with the latest budget cuts that you have even greater demands on your time and we can only imagine how much your workload has increased. We sincerely appreciate your hard work and your commitment to filing our clients' articles of incorporation even sooner than you represented. Both our clients and our office applaud your efforts."

MIOSHA

♦ General Industry Safety and Health Division Safety Supervisor **Kenneth Hines** recently received a letter from Martin Munn, President of United Cereal, Bakery and Food Workers Union, Local 374 regarding an inspection at Kraft conducted by Safety Officer **Kay Salazar**. Mr. Munn's letter states in part: "Kay was very professional and thorough in the inspection of our plant. She also included myself in all the inspection tours and made a point of including the Union perspective and participation in all aspects of

the inspection from start to finish. This type of concern and professionalism is greatly appreciated by myself and the members of our Local." Great job, Kay!

♦ A thank you note was received from the University of Michigan Health System to **Linda Long** of the Consultation Education & Training Division. The professor wrote, "I would like to extend my sincere thanks to you for presenting at the Occupational Injury class. I received nothing but positive feedback from the students regarding your presentation. I hope you will speak again." Great job, Linda.

♦ **Jenelle Thelen** recently presented at the Michigan Recreation and Park Association Conference in Grand Rapids discussing First Aid and Bloodborne Infectious Diseases. Her participants rated her knowledge and overall program at the highest level and commented that the seminar was exactly what they were looking for. Nice job, Jenelle.

♦ A letter from Michael Mattila of Yalmer Mattilan Contracting in Houghton Michigan complimented **Tom Swindlehurst**

"We realize that with the latest budget cuts that you have even greater demands on your time and we can only imagine how much your workload has increased. We sincerely appreciate your hard work and your commitment to filing our clients' articles of incorporation even sooner than you represented. Both our clients and our office applaud your efforts."

-Letter from an attorney to Cathy Jenks, document examiner for the Corporation Division

on a MIOSHA 10-hour construction class he held in the U.P. Mr. Matila had these comments about Tom and the program he conducted: "What a valuable resource to have available to our workforce. I hope programs like this will continue to be available in the future." Good job, Tom.

"Take Our Daughters and Sons to Work Day" is Thursday, April 22

<http://www.daughtersandsonstowork.org/>

DLEG employees are welcome to participate!



DLEG Staff Changes

MRS Site Manager Dave Parker Promoted to Grand Rapids Post

Congratulations to **Dave Parker**, site manager of the Michigan Rehabilitation Services (MRS) Alpena and Gaylord offices, who has been named district manager of the MRS Grand Rapids District. Dave began his career with MRS in 1978 as a counselor at the MRS Mt. Pleasant office. He was promoted to site manager in 1984. "Dave has provided leadership not only for the Northern Michigan District, but the entire agency in the areas of technology, adjudicated youth, community cooperative agreements, and budget management," MRS Division I Director Sandy Peck said. A graduate of Central Michigan University, Dave has a Master of Arts degree in counselor education and personal development, also from CMU.

New Hires at Michigan Rehabilitation Services

Michigan Rehabilitation Services (MRS) is pleased to welcome six new staff members. They are: **Ann Bernhardt** of Grand Rapids, secretary at the Grand Rapids Office; **Melanie Buchanan** of Bay City, counselor at the Flint Office; **Marilyn Christenson** of Grand Rapids, counselor at the Grand Rapids Office; **Mickie Dietz-Eaton** of Sand Lake, Fast Break instructor at the Michigan Career & Technical Institute (MCTI);

Brian Smith of Rockford, Step Up instructor at MCTI; and **Lynda Thomas** of Plainwell, financial aid technician at MCTI.

Paula Smith Retires from Commercial Services

Paula Smith, BCS Manager of the Testing and Education Services Unit in the Licensing Division said "Goodbye" to staff on Feb. 27. She decided to retire to spend more time with family, and try something new.

Odorico Reaches Senior Safety Officer Status

General Industry Safety and Health Division announced **Rick Odorico** has reached Senior Safety Officer status. Rick has been with the MIOSHA program for the past 10 years. He has been involved in several high profile cases and has worked on several team investigations. Rick has been recognized for his team working skills and employee interview techniques. Great job, Rick!

Hudson Joins DLEG Energy Office

Patrick Hudson arrived at the Department of Labor & Economic Growth, Energy Office on January 5, 2004. He previously served as the Executive Director of Urban Options Energy Demonstration Facility, an East Lansing based nonprofit organization dedicated to energy efficiency

and renewable energy solutions. At the Energy Office, Patrick will be responsible for managing the Residential Programs. He has considerable experience creat-

ing, managing and delivering residential energy programs throughout Michigan. Prior to serving as Urban Options' Executive Director, he served as a City Planner in cities throughout Indiana, Illinois and Wisconsin. Patrick is originally from Grand Blanc, MI, and has previous experience with a Flint based nonprofit energy organization and a solar greenhouse program that offered horticulture training for disabled residents.

Patrick has an Associate's degree in Horticulture from Ferris State University, a BS degree in Communications / minor in Environmental Studies from Western Michigan University, and he has completed Masters level courses in Public Administration at Indiana University and Governors State University.



Pat Hudson